

HC-One Limited

# Jack Dormand Care Home

## Inspection report

Fourth Street  
Hordon  
Peterlee  
County Durham  
SR8 4LD

Date of inspection visit:  
02 November 2020

Date of publication:  
01 December 2020

Tel: 01915180542

Website: [www.hc-one.co.uk/homes/jack-dormand](http://www.hc-one.co.uk/homes/jack-dormand)

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe?            | Inspected but not rated |

# Summary of findings

## Overall summary

Jack Dormand care home provides personal and nursing care to up to 43 people aged 65 and over. At the time of the inspection the service was supporting 42 people.

We found the following examples of good practice:

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home supported people and staff as far as possible with social distancing.
- There was a clear process for visitors, which included a risk assessment, temperature check and the wearing of PPE. At the time of the inspection national guidance was being followed which meant that due to current local restrictions, only essential health and compliance visits could take place. When visits were to recommence, plans were in place to safely manage these in accordance with national guidance.
- Staff had undertaken training in putting on and taking off personal protective equipment (PPE), hand hygiene and other Covid-19 related training. Nominated staff had received additional training to be infection control leads. Staff practices were monitored to ensure high standards and correct procedures were followed. Additional cleaning of all areas and frequent touch surfaces was being carried out. Suitable supplies of PPE were available and contingency plans were in place.
- Staff supported people's social and emotional wellbeing. People and their relatives were supported to keep in contact using a range of technology and regular newsletters.
- The home was following national guidance for anyone moving in. Staff worked with people and their relatives to ensure they were aware of self-isolation procedures. People were supported to understand the pandemic and the need for IPC measures.
- Infection control audits and checks were carried out. The registered manager spoke positively about the hard work, dedication and team spirit which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Jack Dormand Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 2 November 2020 and was announced.

## Is the service safe?

### Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

We have also signposted the provider to resources to develop their approach.